

ABSTRACT OF THE DISCLOSURE

A system and method is provided for electronically managing a cleaning organization and services rendered to clients. According to the present invention, an electronic comment

- 5 relating to a cleaning area serviced by a cleaning person within the cleaning organization is captured from a client. The electronic comment is stored in a cleaning management database as part of a historical cleaning record. The comment is also sent to a manager of the cleaning organization, and the comment is classified as part of a data group file with similar comments. The comment is communicated to a supervisor responsible for the cleaning area, 10 and then the supervisor provides a notification obtained from the cleaning management database to the cleaning person.

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